

CASE STUDY: Management Level 2

Tonia King, Kings Lynn

BACKGROUND

My name is Adam West; I am 22 years old and work for Big Sky Company LTD, I am the Senior Supervisor, when the manager is not on shift I become the Duty Manager. It is my job to ensure the smooth running of the business and keep staff members on the right path, I am responsible for training, rota's, banking, cashing up, till work, as well as other duties. I am currently working towards my Level 3 management, having previously achieved level 2.

I found the course to be interesting and insightful. My course tutor makes everything simple for me and I find her extremely helpful. I have a much wider range of knowledge now that I have completed level 2 and feel the level 3 is bettering again my knowledge in management. It had helped me with discipline procedures and training and developing my team.

“My assessor has made this course very interesting, her extensive knowledge and experience has been extremely helpful to me. She is easy to talk to and allows you to understand the jargon that can sometimes baffle me.”

The training provided comes to great use. The skills I have learnt have been put to good practice through new training methods and new discipline procedures. When organising my events I have been able to create costing sheets and research in depth other events, all these skills have been learnt and adapted. I would recommend these courses to others.

WHAT THE FUTURE HOLDS

“I look forward to continuing my studies into level 3 and am intrigued to see what other knowledge I will gain.”